



Eaton  
Commercial and Residential Distribution Solutions  
1000 Cherrington Parkway  
Moon Township, PA 15108  
Jayhaugen@eaton.com  
856-994-4192

To: Chris Waltz  
Power Plus Systems

From: Jay Haugen, Product Manager, Miniature Circuit Breakers

Date: 18 June 2021

Subject: Circuit Breakers Tripping During Power Outages in the Cresswind Neighborhood

I have been closely following problems with tripping Eaton circuit breakers in the Cresswind neighborhood. It is my understanding that many houses throughout the neighborhood have Eaton circuit breakers trip whenever the power goes out. It is also my understanding that different breakers trip during every power outage, and there is no way of predicting which circuit will trip during the next outage. Finally, it is my understanding that the breakers always report a "5" blink when restarted, indicating a ground fault or grounded neutral condition.

All major troubleshooting issues with Eaton's residential circuit breakers pass through my team. I am sure that this issue is unique to the Cresswind neighborhood. Given that this issue is localized to the Cresswind neighborhood and given that this issue has not been seen in other neighborhoods with CH electronic breakers, I believe my breakers are functioning as designed. Some external condition is causing these breakers to trip, not a flaw with the breaker itself.

Please feel free to contact me with any questions or concerns.

<<signed>>

Jay Haugen, Product Manager